



JOB DESCRIPTION

Position: IT Operations Support Technician

Union: CUPE Local 374

Approval Date:

1. FUNCTION

Under the direction of the Manager of Information Services, this position is responsible for assisting with the administration, maintenance and support of the Town's local area network and other technology-related systems. This position features complex technical work involving the installation, configuration and maintenance of hardware and software; providing technical support to staff; and investigating and resolving technical problems. The employee is expected to exercise a degree of independent judgement in performing duties.

2. TYPICAL DUTIES

- a) Provide technical support services for all of the Town's computer and communication networks at several municipal facilities.
- b) Provide technical support to staff, troubleshoot reported problems, and maintain records of problems encountered and solutions implemented. This includes instructing users in the effective use of system applications, software products, security protocols and network policy and procedures.
- c) Monitor and maintain network operations, operating systems, application software and upgrades for computer and peripheral hardware, including computer replacement programs.
- d) Monitor and maintain the Town's VoIP telephone system, personal digital devices, cellular telephones and other wireless components.
- e) Monitor and maintain network security measures and recommend procedures for user rights and security for network environment and stand-alone computer systems. This includes coordinating secure access to departmental and corporate data and ensuring compliance with license agreements and proper allocation of user accounts.
- f) Manage key fobs and building security access to Town Hall.
- g) Ensure all backup and security systems and updates are current and maintained.
- h) Monitor the maintenance of the network and critical software programs and databases (such as email, financial, municipal, GIS, VoIP and website); ensure timely response and diagnose problems; and research solutions to develop recommendations for system and process improvements.
- i) Research hardware, software, and network issues and advise Manager of solutions.

- j) Maintain up-to-date technical documentation of network components, configurations, operation, and instructions.
- k) Maintain inventories of IT equipment and licenses and arrange for maintenance and repair or replacement of equipment.
- l) Maintain meeting rooms for efficiency, train employees on features, and provide support as needed to ensure meetings start on time with limited technological issues.
- m) Establish and maintain a professional, courteous working relationship with Town employees.
- n) Maintain IT support competencies through continuous research, active participation in professional networks, and staying current with industry trends and emerging technologies.
- o) Assist with procurement of computer and related equipment.
- p) Perform other related duties as required or assigned by the Manager.

3. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- a) Advanced knowledge and use of industry best practices in managing, configuring and supporting network security, intrusion prevention systems, firewalls, antivirus, and spam/spyware filters.
- b) Sound knowledge of working with SAN Storage, Microsoft Hyper-V in a clustered environment, Veeam Backup, O365 environment, and VoIP.
- c) Sound knowledge of building, maintaining and programming a variety of network switching hardware and fiber optic networks.
- d) Knowledge of municipal software applications and systems (Diamond/Great Plains, Tempest).
- e) Knowledge of SQL database programming and reporting.
- f) Ability to analyze, evaluate and offer solutions to hardware, software and networking issues.
- g) Ability to prepare clear and concise documentation.
- h) Strong organizational skills, technical and analytical skills, and the ability to work independently with minimal supervision.
- i) A conscientious independent thinker, takes initiative, and exercises sound judgment to meet deadlines.
- j) Demonstrates a strong ability to maintain confidentiality and uphold ethical standards, ensuring the protection of the Town's sensitive information and intellectual property.
- k) Ability to establish and maintain effective working relationships with internal and external clients.

- l) Ability to provide excellent and responsive customer service to all employees and external partners, vendors, and stakeholders.
- m) Strong, respectful communication skills, both verbal and written, with the ability to relay technical information in 'lay terms'.
- n) Possess a high degree of adaptability and willingness to be flexible in a changing work environment.
- o) Ability to adapt to learn new ideas, principles, and concepts in a dynamic, ever-changing technical environment.
- p) Ability to stand or sit for long periods of time and carry small loads of supplies and equipment.
- q) Willingness to work extra hours with little or no notice if required in order to resolve critical issues.
- r) experience providing end user support for word processing, spreadsheet, database, and electronic form and mail applications.

4. TRAINING AND EXPERIENCE

- a) Computer Information Technology, Computer Systems Technology, or equivalent Diploma (2 years).
- b) 5 years of related experience working with Microsoft desktop/server operating systems, LAN/WAN and with the internet, including experience with network and server management and providing user support in a server and client environment.
- c) 2 years' experience working within Azure/Entra, O365, and Teams environment.